The Department of State deployed an updated version of the DS-160 Online Nonimmigrant Visa Application on Saturday, June 25, with additional questions and improved translations in some languages. We understand some individuals are having difficulty retrieving applications started before the transition to the updated form and are working to resolve these issues as quickly as possible. We encourage you to be sure to record your Application ID number, which is required to retrieve your application, to save your application frequently, and to review all sections of the form to make sure every question is answered. Additional information that could be helpful in completing specific DS-160 sections is included below.

Purpose of Travel and Payer Relationship: If you started your DS-160s before June 25 but did not submit it, you **must** re-complete the "purpose of travel" and "payer relationship" sections of the form.

New Questions: If you started but did not submit your DS-160s before June 25, you may be prompted to answer new, additional questions, even if your form showed as "complete" previously.

Retrieving an Application without the Application ID (Barcode Number): You must have your Application ID number to retrieve and continue your application.

Retrieving an Application if Surname Contains Fewer than Five Characters: You can retrieve your DS-160 submission by entering up to the first five letters of your surname, even if your surname is less than five letters. You must have your Applicant IDs to do so.

Started an Application before June 25 and Cannot Retrieve It: If you cannot retrieve your DS-160, please start a new application**.**

Page Error Messages: Some errors are the result of special characters and formatting related to your computer settings. You should enter only numbers (no punctuation) in the salary and date fields before clicking "next" or "save."